

## Operator Relations

**Exp: 2-5 years**

**Education: Any Graduate**

**Location: Gurugram**

### **Skills / Competencies:**

- Must have knowledge of interaction with domestic operators particularly in SMS business
- Must be familiar with the SMS routing mechanism and also telcos
- The candidate should be very good in communication skills, both verbal and written

### **Key Accountabilities:**

- The candidate will be required to manage international clients and also initiate to increase the sales / domestic operators
- He / She will be interacting with internal teams to resolve client issues
- Will be responsible to route client's SMS traffic through alternate into domestic vendor should there be any issue in the route or if there is any price change
- Proactive monitoring of delivery rates and prices for all clients and raising the concerns to teams for faster resolution
- Reconciliation of invoices of operators